Department of Technology Services

2015
Annual Report

September 2015

DTS
Dept. of Technology Services

Department of Technology Services - Overview

The Department of Technology Services (DTS) is the Technology Service Provider for the Executive Branch of the State of Utah, offering state agencies a wide variety of services. DTS works together with state agencies to transform government through the effective use of technology.

DTS, under the State's Chief Information Officer (CIO), has embarked on an unprecedented transition to optimize all IT resources and services for the state of Utah in one department to improve accountability, reduce costs, increase services to taxpayers, and more closely align IT with the business needs of the state of Utah.

Utah.gov boasts more than 1,100 online services. The growing portfolio of technological applications is the result of an evolving strategy designed by agencies, working in cooperation with DTS, to keep Utah in the forefront by utilizing IT tools to better serve business customers and the residents of the State.

DTS has developed four cornerstones, which represent the agency's main areas of focus. All activities, statistics, accomplishments, and initiatives directly relate to efforts in achieving these four goals.

Exceptional Customer Service	• We will enable our customers to meet their business objectives by providing exceptional customer service.
Information Security	• We will protect the information assets of the State and provide a safe digital environment.
Employee Success	• We will provide an environment that allows for professional growth and individual fulfillment.
Innovative Technology	• We will provide the best technology available to our partner agencies at a competitive rate, to help them achieve their goals and serve the residents of the State.

Internal Service Fund and Rates

An internal service fund was established through which DTS charges rates to state agencies based on service demands. DTS service rates are reviewed and approved on an annual basis in advance of the fiscal year to assist agencies and GOMB in the annual budget recommendation to the Legislature. Through its prescribed rate process, DTS develops rates that more accurately reflect actual costs.

Activities

DTS is engaged in a wide range of IT endeavors and supports the following:
- Over 2,400 Servers
- 20,000 Desktop Computers
- 125 Million Internet Connections Daily
- Over 1,100 Online Services for Residents
- Over 22,000 Telephones
- Security Against More than 100 Million Attempted IT Intrusions Daily
- Over 4,000,000 Visits to Utah.Gov per Month

Organization Structure

The Utah Department of Technology Services is organized to address functions identified in state statute: agency services, integrated technology, and enterprise technology. DTS has incorporated these areas into one organization to provide services to state agencies.
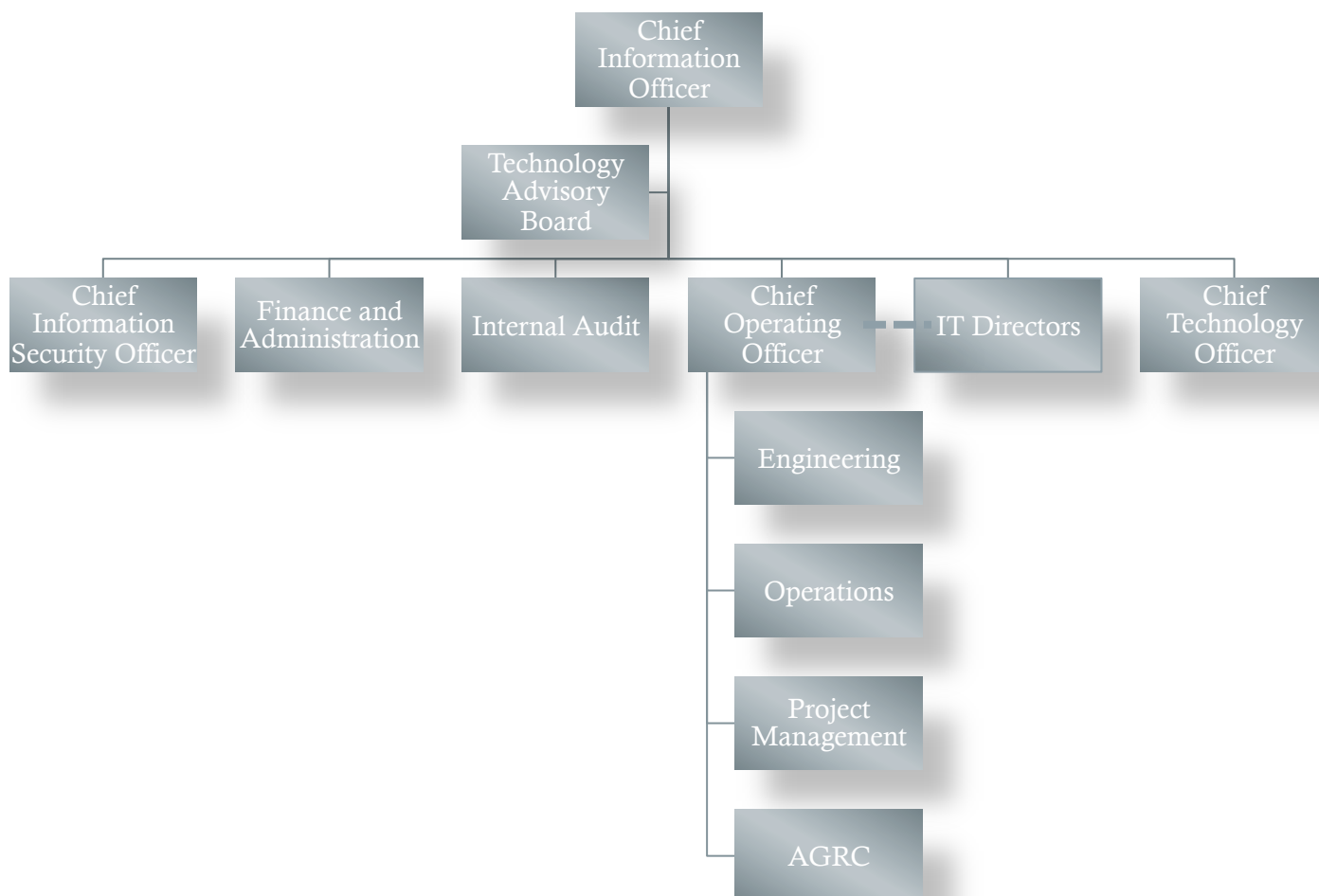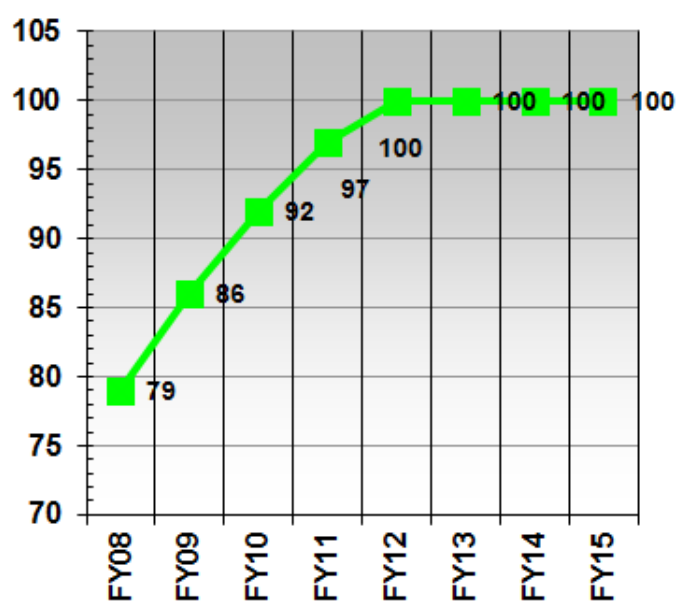
Performance and Statistics

Internal Service Fund Rate Market Comparisons

A comparison study was conducted by SAIC, an outside entity, at the request of DTS to comply with legislative mandates that DTS conduct periodic market analysis of its internal service fund rates. SAIC compared DTS rates for network and desktop computing, storage, database hosting, server management, data center rack space, project management, application development, consulting, web development, and other services. SAIC's benchmarks include state government technology organizations in 21 other states as well as commercial rate data.

Results of the study indicate that relative to rates charged by other technology organizations, DTS rates are 100% Reasonable to Best Value in FY 2015. Additionally, the percentage of rates found to be Less Reasonable is 0% in FY 2015, as shown in the following charts.
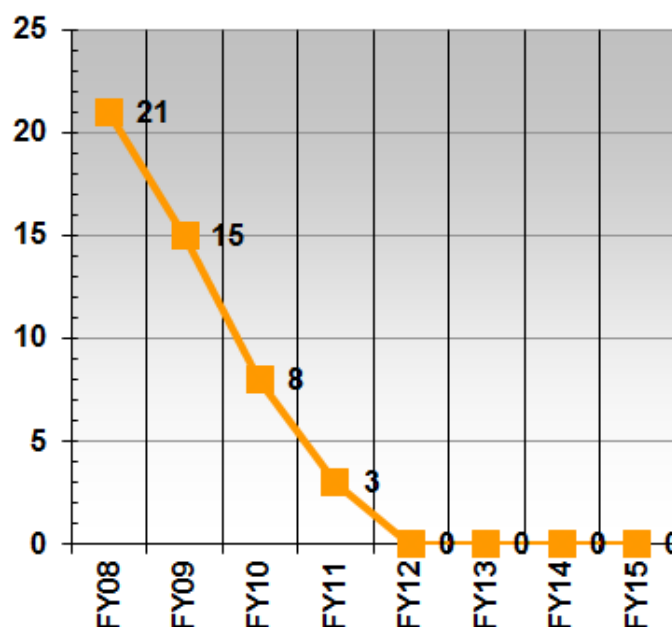

Service Level Agreements

DTS continues to utilize and track Service Level Agreements (SLA), which establish clearly defined and agreed-upon IT services to customers. SLAs ensure that DTS and the customer agency have a common understanding of the levels of service required in the key areas of IT service. SLAs are designed to be easily understood by all parties to ensure ongoing discussion, evaluation, and improvement. These agreements provide a clear relationship between IT costs and services, enabling agencies to make better business decisions and ensuring alignment with service-level priorities.

DTS Dashboard

Information technology strategic goals and initiatives are measurable in terms of results, completion of deliverables, and adherence to cost estimates and project timelines. DTS utilizes a Dashboard to measure DTS' success in achieving goals and demonstrate areas where improvement is needed. Stakeholders can review the metrics real time. DTS reviews the status on a daily basis through the Sunrise Service Interruption Report, which alerts users to any issues that may arise during the day. DTS also holds monthly customer service meetings with management to discuss any potential issues or areas for improvement. DTS will continue to develop metrics based on the Strategic Plan that will be useful for the department, and will enable better business practices and measurements for the success in providing excellent service to customers at a reduced cost.
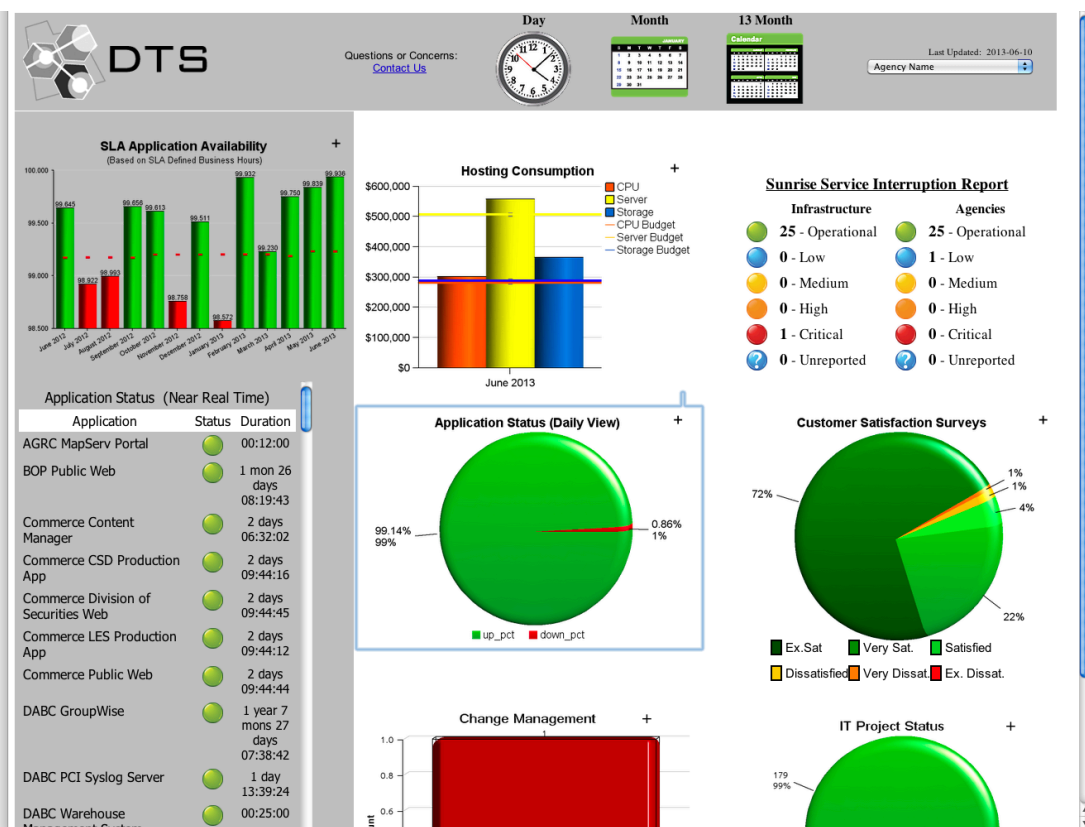
Financials

DTS provides IT services to state and other governmental institutions and collects revenues by charging rates for service as pursuant to internal service fund (ISF) statute. Since the creation of DTS in April 2006, the FTE count has decreased by 193 FTEs (from 914 in 2006 to 721 in 2015), an 22% reduction.

The following chart shows changes in ISF Net Income from FY2008 to FY2015. The negative Net Income can be attributed to DTS start-up costs and unfunded employee compensation increases. The positive Net Income shows how DTS produced efficiencies even with employee compensation increases. In FY2012, DTS gave a $2.3 million billing credit to agencies as a result of the efficiencies gained in previous years. DTS has made a conscious effort to use the positive Net Income to fund new projects, capital investments, and to not raise rates for customer agencies.

DTS Internal Service Fund Net Income

FY2009 Net Income	FY2010 Net Income	FY2011 Net Income	FY2012 Net Income	FY2013 Net Income	FY2014 Net Income	FY2015 Net Income
$2,305,941	$2,914,562	$1,312,297	($2,600,736)	($2,508,914)	$1,434,446	($1,345,293)

For six out of the past nine rate proposals, DTS has kept rates the same or decreased rates in total to customer agencies. The only increase DTS has asked for is employee compensation that is given to all State employees. This is quite an accomplishment considering that there have been increases in compensation and other expenses during this same time frame. The compensation package alone is over $18 million.

FY 2015 Accomplishments

The following is a list of accomplishments that DTS achieved in 2015. A complete Accomplishments Reports listed by agency is available on the DTS Web site (dts.utah.gov).

Open Data

In January 2015, DTS published the new Utah Open Data Portal. The portal has over 1,500 data sets that are available to the public to view. Users of the catalog can view data provided by every state agency in one easy to view catalog on the Web site. The new portal makes it very easy to create charts and graphs, filter and summarize data, develop maps and other resources and comes with standard APIs and embed functionality. Utah was the first state government to create an open data portal.

Accessibility

DTS is committed to providing accessible digital services and information to all of Utah's residents. DTS completed an accessibility assessment of all state agency websites and has worked with agencies throughout the year to make the sites more accessible. DTS also developed a new administrative rule for accessibility.

Mobile Device Management

DTS made significant progress in providing new functionality for managing mobile devices. One of the notable areas was in the area of locking down tablets to a certain application, including:
- Developed processes to enable the locking down of an Android or Apple Tablet into a kiosk mode
- Developed custom configuration profiles to assist with securing these tablets
- Deployed PCI approved applications to be used in kiosk mode.

There are a number of new possibilities available to agencies to use these tablets for a variety of functions including testing and payment processing.

Wildlife Mobile Application

DTS and DNR launched an award winning Hunting and Fishing application for mobile devices. The application is a mobile resource for wildlife events, licenses, permits for outdoor enthusiasts. The new mobile application allows hunters, anglers and wildlife watchers to download licenses, view a map of their permit's hunting unit, learn about upcoming wildlife events, and many other features. The app was chosen among the top 30 finalists for the 2015 Igniting Innovation Awards, presented by the American Council for Technology - Industry Advisory Council.

VoIP and Call Centers

DTS is in the process of installing Voice over Internet Protocol (VoIP) to several locations. DTS completed requirements gathering engagement with Interactive Intelligence, rewired buildings with CAT 6 in preparation for VoIP, and upgraded switches in preparation for VoIP.

Utah Mapping and Information Partnership

On behalf of 14 partner agencies, DTS's AGRC office purchased a public sector license to statewide 6" resolution imagery. This first-of-its-kind resource for the State provides common, detailed map layer that will inform and optimize projects and processes

across levels of government. The imagery is licensed from Google for all state, local, and tribal government. By July 2015, over 170 organizations were registered to use the imagery service. Uses include 911/public safety, transportation, engineering, energy, environment, municipal services, agriculture, and recreation/tourism. The project is funded by 14 partner agencies with a 5x per-unit cost savings. The high resolution imagery coverage increased by 40x from what was previously available.

Project Scorecards

In support of the Governor's SUCCESS Framework initiative, DTS is now collecting scorecard information for each development project that is closed. The scorecard gathers feedback related to the success of key aspects of projects, such as documentation, constraints, management, testing, quality, and satisfaction.

Procurement Cost Savings

In FY15, DTS Procurement was able to save the state $919,457.40. The total savings since the beginning of FY11 is $2,142,001.77. These savings are a result of improved logistics and volume discount.

FY 2016 Initiatives

The following is a brief sampling of the estimated 200 technology initiatives underway throughout Executive Branch agencies, each supported by DTS. A complete list of initiatives can be viewed in the FY 2016 IT Plan on the DTS Web site (dts.utah.gov).

DTS SUCCESS Framework Projects

In support of the Governor's SUCCESS Framework initiative, DTS has identified three projects to help improve efficiency within the department.

Application Development – DTS is now collecting scorecard information for each development project that is closed. The scorecard gathers feedback related to the success of key aspects of projects, such as documentation, constraints, management, testing, quality, and satisfaction.

Data Security – DTS is tracking improvements in data security using an ongoing systematic prioritization of high-risk areas across the state. DTS has validated that this system of detection, triage, prioritization, and mediation has increased the speed at which threats and attacks are identified and eliminated. A group of dedicated DTS staff is organized around this system— working to identify and mediate threats on a 24/7 basis.

Procurement – DTS has identified a need to improve delivery time to procure and deploy desktops and laptops to state agencies. DTS has defined goals and is tracking the total time for the procurement process.

Automated Geographic Reference Center

AGRC will continue with the Utah Mapping and Information Partnership project during the next year. The project will offer information sharing among 14 different state agencies to improve management, communication, and decision making.

Alcoholic Beverage Control

The current ERP/WMS system used at DABC is obsolete. The company responsible for the software announced that December 2016 is the end of life for this product. DABC will be replacing this system with Microsoft Dynamics AX.

Agriculture and Food

DAF will be working on the Plan Industry Computer Information System. The Plant Industry division is pursuing an RFP for a mobile inspection solution.

Administrative Services

DTS will be upgrading the Fleet Focus system. The effort will upgrade the current platform used for tracking state owned fleet property and add new tracking and reporting capabilities for the maintenance and repair of vehicles.

Commerce

The MyLicense eGov Online module will be upgraded during the next year. The eGov module is used for initial applications and renewals.

Corrections

DTS will assist Corrections with the Justice Reinvestment Initiative, which includes several major initiatives to improve offender success with rehabilitation.

Environmental Quality

DEQ will be replacing the Emissions Inventory System. The Air Quality division is evaluating vendor responses to an RFP for an Emissions Inventory system.

Financial Institutions

DTS will provide high quality IT resources and services which are crucial to the department's supervisory responsibility in Utah's ever increasingly complex and diverse financial services market.

Governor's Office

The Boards & Commissions application supports the appointment and tracking of those who serve on the over 300 unique boards & commissions appointed by the Governor of the State of Utah. The goal of the rewrite is to allow a greater amount of transparency into the process and also to automate the notification of upcoming term expirations to the executive branch agencies that suggest replacements to the Office of the Governor.

Governor's Office of Economic Development

DTS will be transitioning development and support of the STEM Action Center's public facing website from a third party vendor to in-house DTS Developers.

Health

Provider Reimbursement Information System for Medicaid is a project to replace the state's aging MMIS (Medicaid Management Information System). This project officially began in the spring of 2013 and is currently scheduled to conclude in the spring of 2019.

Heritage and Arts

DTS will institutionalize the CRM component of Salesforce across all divisions within DHA. The Salesforce SaaS has been used by the Department of Heritage & Arts for over 8 years. While the department has seen a great deal of value in standing up applications on the platform, the socialization of the Constituent Relationship Management tools have been underutilized across the divisions. The goal for FY2016 is to institutionalize the functions across a broader base of employees. DHA has already built modules for travel approval and small purchase approval using only native functionality of the SaaS and eliminating the need for the shuffling of paper and collecting of signatures.

Human Resource Management

The DHRM Human Resource Information System is a legacy application that supports the human resource functions for all state employees. This application is over 15 years old. DHRM is in the process of replacing this application. This replacement will bring the application to current security and accessibility standards and also improve functionality to be in line with current industry best practices.

Human Services

Utah's Department of Human Services (DHS) was awarded a Federal grant to implement a System of Care (SOC) for children/youth with complex behavioral needs who are in DHS custody or at risk of custody. The home and community based services provided under the grant are designed to support children/families and increase the likelihood that the youth are able to remain in their homes, schools and communities. In order to successfully implement the grant, DHS must have the capacity to monitor cases across multiple child serving agencies within the Department. Currently there are approximately 7 systems within DHS without shared functionality which creates an environment where clients must fill out multiple admission documents and retell their "story" multiple times in order to access needed services. The goal of this data system is to manage client level service delivery, capture wrap-around services provided by other entities, and manage braided funding streams across multiple agencies.

Insurance

DTS will work on the Captive Online Licensing system, to enable providers wanting to form a new Captive Insurance Company an electronic method to submit all of the required information and documentation.

Labor Commission

DTS will support Labor Commission with the EDI Claims 3.0 project, to improve database validation.

Natural Resources

DTS will work with DNR on the Watershed Restoration Initiative Project Tracking system. WRI identifies and tracks projects submitted for the reclamation and restoration of the State's watershed lands. This project is a rewrite replacement of the existing ASP web based application.

Public Safety

DPS will be changing the database architecture to increase capacity and improve security.

Tax Commission

DTS will work to implement Centrally Assessed, Railcar, and Circuit Breaker modules in the GenTax system.

Transportation

DTS will be implementing a new enterprise-level system to facilitate management of construction data, improve and automate critical business processes and simplify the flow and dissemination of information between internal and external business units. A new system will allow UDOT to automate current and new business processes to improve efficiency as well as track and analyze previously unmanaged information. During this phase, the MasterWorks implementation project will implement systems and business processes in order to improve construction project controls.

Workforce Services

DWS must update eREP to meet ACA requirements, including "real time" determinations of eligibility for health coverage, referring Utahans to the appropriate agency for eligibility for Advanced Premium Tax Credits (APTC) and tracking Utahans when they transfer between public and private coverage.

Emerging Issues

A DTS Strategic Plan was published for 2015-2018 which includes several emerging issues.

- Privacy and Security Standards
- Customer Service
- Accessibility
- Mobility
- Desktop Management

- Voice and Network
- Application Development
- Project Management
- Data Integration
- Digital Government
- Open Data

The DTS Strategic Plan has contributed to the Enterprise Plan and has been utilized for the IT Plans as developed by agency business requirements. The DTS Planning Model ensures successful coordination of the Agency Business Plans and the DTS Strategic Plan. DTS Operation Plans have been developed in order to ensure successful execution of the strategic goals.

Awards

The state of Utah, in partnership with Utah.Gov, has received the following national awards and recognition for its electronic government services:

Utah.gov was honored with a Gold Stevie Award in the website category from the American Business Awards. The Stevie honors and publicly recognizes the achievements and positive contributions of organizations and working professionals worldwide.

Utah.gov has been selected by The Academy of Interactive and Visual Arts to receive a 2015 Communicator Award. The Communicator Awards is the leading international awards program recognizing big ideas in marketing and communications.

The Utah Hunting and Fishing Mobile App has been selected as an Honorable Mention award winner in the Consumer Software (including Social Media and Mobile Apps) category of the 2015 Utah Innovation Awards.

The Open Data Catalog has won best Government Online Ad. The Web Marketing Association is an independent organization founded with the purpose of evaluating and recognizing the standard of excellence on the World Wide Web.

The Utah Division of Wildlife Resource's mobile Hunting and Fishing application was chosen as a Top 30 finalist for the Igniting Innovation 2015 Showcase and Awards.

The Utah Hunting and Fishing app was selected as a finalist for Outstanding Achievement in the Field of Information Technology in the Information Communications Technology (ICT) Innovations category. The National Association of State Chief Information Officers (NASCIO) honors outstanding information technology achievements in the public sector.

Utah's Fiscal Note Agency Response System was awarded a Government Computing News (GCN) Award. The GCN Awards recognize outstanding IT achievement in government and the degree to which a project has transformed an agency's ability to operate more efficiently or serve the public more effectively.

Utah.gov has been awarded the Best in Class award, the highest honor bestowed by the Interactive Media Council. The Interactive Media Awards recognize the highest standards of excellence in website design and development and honor individuals and organizations for their outstanding achievement.

The Horizon Interactive Awards recognized Utah.gov with a Bronze Award. The 13th annual international competition had over 1,200 entries from 27 countries.

Utah Hunting and Fishing has been selected as an Official Honoree in The 19th Annual Webby Awards in the Mobile: Services & Utilities (Handheld Devices) category.

The Utah Hunting and Fishing Mobile App was Selected as a top 20 finalist from entries across the nation for State Scoop's Innovation of the Year 2015.

Conclusion

The primary activities of DTS in the coming year will focus on securing the State's data assets, and the continued optimization of IT resources across the State, including Open Data, Unified Communications, Mobility, and Accessibility. IT services continue to evolve, exposing new opportunities for enterprise shared services, improvements in service effectiveness, and accountability to customers. Ongoing efforts are underway to optimize service offerings within the evolving technical architecture and business requirements of State agencies, local governments, and inter-branch collaboration with the Legislative and Judicial Branches. DTS will continue to partner with State Agencies in order to improve services for the residents of Utah.